

SENIOR TRANSMISSION & DISTRIBUTION DISPATCHER

PURPOSE AND NATURE OF WORK

Positions in this classification are responsible for training and supervising all T&D Dispatchers, in the duties and knowledge necessary to staff the dispatch office. Positions in this classification also dispatch all field crews (in-house and contract) in the electric, water and wastewater divisions during normal and adverse weather conditions and direct phone assistance during emergency circumstances.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties).

Positions in this class provide training and are readily available to provide assistance to new T&D Dispatchers. Logs necessary information when commercial jobs are completed and notifies the engineering division of the date of completion and the CS order information. Originates, dispatches, maintains, updates and completes records for the electric, water and wastewater divisions; sends completed ticket books to divisions for storing; closes tree trimming orders when completed and returns to the T&D Arborists for their records. Handles the heaviest phone and radio traffic; maintains a cut seal log and all switching orders completed by either the S&C or T&D divisions. Originates, updates and maintains the feeder information log and the feeder and street's log. Updates the electric system map; assigns and logs beepers and chargers to on-call crews and ensures that equipment is returned and in good working order before being assigned to the next crew. Maintains employee contact information for call outs and schedules outages with contractors.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of customer service and billing procedures.

Considerable knowledge of the main frame to assist customers and field crews.

Considerable knowledge of the electric system map to direct crews to high voltage field devices.

Knowledge of the security system installed at LUS complex.

Knowledge of LCG's operations to direct customers to the department best able to assist them.

Ability to operate the phone/radio recording system.

Ability to direct electric, water and wastewater field crews.

Ability to organize and effectively supervise the work of others.

Ability to maintain effective working relationships with supervisors, field crews and the public.

DESIRABLE TRAINING AND EXPERIENCE

High school diploma supplemented by experience as a T&D Dispatcher; or an equivalent combination of training and experience.